

**EMPLOYER CUSTOMER INQUIRY  
PERFORMANCE MEASURES SUMMARY  
3rd Quarter 2007- 08**

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**STRATEGIC GOAL**

*V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.*

Measure	Q1 07/08	Q2 07/08	Q3 07/08	Q4 07/08
<i>% of respondents satisfied with phone agent service.</i>	●	●	●	

**STRATEGIC GOAL**

*VI. Administer pension benefit services in a customer oriented and cost effective manner.*

Measure	Q1 07/08	Q2 07/08	Q3 07/08	Q4 07/08
<i>% of telephone calls closed at initial point of contact.</i>	●	●	●	
<i>The length of time the customer waits for an agent after leaving the IVR and entering the queue.</i>	●	●	●	
<i>% of telephone calls offered that are answered.</i>	●	●	●	